



Policies and Procedures

At Annie's Tutoring, I am committed to providing a safe, supportive and professional learning environment for every pupil. These policies and procedures outline the standards that guide my work, ensuring consistency, transparency and trust between tutor, pupil and parent. They reflect my dedication to safeguarding, equality and high-quality teaching practice. Each policy sets out clear expectations, responsibilities and procedures to help protect the wellbeing of every learner and maintain the professionalism of my tutoring service.

For enquiries, please contact info@anniestutoring.co.uk.

1. Code of Conduct

At Annie's Tutoring, lessons are based on respect, kindness and a shared commitment to learning. Both the tutor and pupils are expected to arrive on time, bring the materials they need and take part fully in each session. The tutor will always provide a calm, structured and supportive environment where learners feel comfortable asking questions and making mistakes as part of their learning journey. Parents are encouraged to maintain open communication and help reinforce expectations of respect and effort. Any ongoing behavioural concerns will be discussed quickly to make sure we work together in the best interests of the pupil.

2. Online Safety Policy

Online lessons are delivered using secure, password-protected platforms such as Zoom or Google Meet. Meeting links are sent directly to parents or guardians and must not be shared. Lessons should take place in a shared family space, not in a bedroom, and a parent or guardian should ideally be nearby for younger children. Recording or sharing lessons is not allowed without written consent. Both the tutor and pupil should dress appropriately, behave respectfully and use suitable language at all times. If technical issues occur, the lesson will be paused or rearranged at no extra cost. Safeguarding standards apply online in the same way as they do in person.

3. Safeguarding and Reporting Procedure

The safety and wellbeing of every child is the highest priority at Annie's Tutoring. The tutors hold an enhanced DBS certificate and follow the guidance set out in *Keeping Children Safe in Education*. Any concern about a child's welfare will be treated seriously and shared with the correct authorities if needed. If the tutor believe a pupil may be at risk of harm, they have a duty to report it to the local safeguarding team or the relevant child protection services. Parents and carers are encouraged to share any safeguarding concerns or background information that may help support their child's wellbeing and progress. All information is handled with care and confidentiality.

4. Equality, Diversity and Inclusion Policy

Annie's Tutoring is committed to providing an inclusive and welcoming learning environment. Every pupil, whatever their background, ability or belief, will be treated fairly and given equal opportunities to succeed. Lessons are adapted to meet different learning styles and the tutor will make reasonable changes when needed to make learning accessible to everyone. Discrimination or prejudice of any kind will not be accepted. The tutors aim to celebrate diversity and promote understanding and respect in every session.

5. Payment and Cancellation Policy

Tuition fees must be paid in advance of each session or block of lessons. Payment can be made by bank transfer or another agreed method. Cancellations made with at least 24 hours' notice may be rearranged without charge. If a session is cancelled with less than 24 hours' notice or missed without communication, it will still be charged in full because that time has been reserved for your child. If the tutor need to cancel a session, they will offer an alternative date or a full refund. Regular communication about timetables helps to keep learning consistent and avoid disruption.

6. Complaints Policy

Annie's Tutoring aims to provide a professional and caring service at all times. If a parent, carer or pupil has a concern, they should contact info@anniestutoring.co.uk directly so the issue can be resolved quickly. We will listen carefully, respond fairly and take steps to fix the problem as soon as possible. If an issue cannot be resolved informally, we will provide a written response explaining what actions have been taken. All complaints are handled respectfully and confidentially to maintain trust and clear communication.